

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -



Diamond Pin Earner

We are excited to announce the 3rd Diamond Pin Earner, coming from Bill Pressell's district, Victoria Rogers! Victoria joined the Chuck E. family almost 3 years ago and she is a true diamond that shines bright. She is always communicating with the parents all throughout the party and continuously putting a smile on everyone's face. She is always making sure the birthday child feels extra special on their special day. Thank you Victoria for all you do, your Diamond Pin is very much deserved!

~ Victoria was amazing! My son had a blast. Thank you so much for all your help Victoria. ~

~ Well I liked how she was always there when I needed anything. Very helpful and always had a smile on her face plus made my son who was the birthday boy feel really good and comfortable. Thank you for everything! ~

San Antonio, TX #593

Joel Rosas ~ General Manager

Bill Pressel ~ Area Director

Bill Eich ~ RVP

Who's ready for some



FOOTBALL?!



MILESTONES-

- Reach and Achieve! -

Romerro Smith ~ 063

Andrew Soria ~ 864

Marcus Gonzalez ~ 621

Olivia Genovese ~ 502

Diana Burrough ~ 566

Gary Miano ~ 535

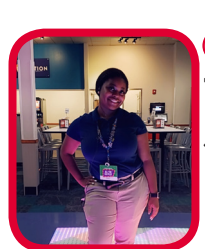


Arianna Lama

Team Lafayette, LA #615

Joe Risnear, DM

~ It was the best birthday party ever. Everything was set up and all we had to do is show up. Our host Arianna was just great. The very best thanks so much Arianna for being such a great host. ~



Cayla Jackson

Team Lafayette, LA #615

Joe Risnear, DM

~ Cayla was absolutely fantastic, she made the party a complete success and was so great at guiding us through for a very fun experience. ~



Jasmine Duran

Team Skokie, IL #033

Troy Watring, AD

~ Jasmine was great about checking in with us throughout the party and responding to requests ~



Skylar Busse

Team Springfield, MO #742

Todd Bell, DM

~ Skylar hosted our party and went above & beyond and we are so grateful to her. Our girl had the best time and it's because of people like Skylar, we cannot thank you enough. ~



Reminder:

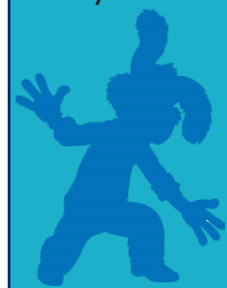
Continue to send in your Ruby Pin achievers to

learning@cecentertainment.com so they can be featured in the Focus!

DEAR CHUCK E...

- You're the BEST! -

I would just like to say that with 8 grandchildren, we have come to know Chuck E. Cheese but, today was exceptional. One of our grandsons had his 4th birthday party there. One of my other grandsons has special needs and LOVES Chuck E. Cheese. So much so, he and his baby brother sing happy birthday to almost everyone in our home on a daily basis followed by a song a Chuck E. song and dance. Today, Chuck E. went out of his way to make our grandson feel included. He basically was stalking Chuck E. during the party but Chuck E. reciprocated by seeking Devyn out and giving him a hug, waving bye several times. It made his day, as well as mine. Thank you from the bottom of my heart.



Southeast
N. Garland, TX #584
RVP Bill Eich
DM Eric Bargas
GM Renae Smith

I am 67 years old and live in the Metro Detroit area. On Saturday my partner and I were invited to a birthday party at your venue. Although we had been to your store before, we had a difficult time finding it this time. The GPS led us to a shopping center and although we looked and looked, we could not locate you. I did not think however to look at the address to note that it was on the John R. Frwy and could be seen by anyone driving up and down that freeway. Finally, I called your restaurant and spoke with Mr. Darrius Bowen. I told him about our situation and he was more than willing to help. Darrius went outside to the entrance where I needed to turn and guided me step by step to get there. I was shocked he took his time to come out and help me get there, he went above & beyond what I would ever expect. I hope this letter will lead to great things for Darrius, this young man deserves incredible success and more.



Northeast
Troy, MI #826
RVP Chris Kelly
DM Chad Estrada
GM Kensa Chambers
Cast Member Darrius Bowen

I just wanted to say 'Job Well Done' to the staff at the Whitby location. As you can imagine, with the Play All Day promotion, the visible pandemonium and hullabaloo would be an understatement. As the 5 hours I was there flew by, I watched my 7 year old Grandson race from game to game. I could not help but notice how professional and courteous your staff remained throughout the hectic day. At any given time, one of them would be approached by a frantic guest with a question. They were prompt and very supportive with a willingness to help. 2 thumbs up for your Whitby staff.



Western
Whitby, ON #833
RVP Jim Brawley
DM Frank Cassar
GM Andre Hall

Congratulations to Yvonne Hernandez, the next Sapphire Pin earner for Team Northline #790! Yvonne joined the Chuck E. family 5 years ago and has been climbing to the top every since! She always greets her parties as if they are family, and spends time being thorough with explaining all the details of the events that will take place. Hospitality is the name of the game, and that is something Yvonne has! thank you Yvonne for all you do, your Sapphire Pin is very much deserved!

~ Our host Yvonne was extremely helpful! She was awesome from start to finish. Loved her! ~
~ By far the easiest party I've ever thrown. So convenient and my server. Yvonne was amazing and attentive. Food and drinks were served seamlessly. The guests were all taken care of thank you all! ~

~ Great host, Yvonne took very good care of us during and after the party. I didn't have to lift a finger. Awesome. ~



THE MORE YOU KNOW...

Purchasing

New Pizza Boxes and Game Balls

By now, everyone should have started receiving the new game balls to go with their pizza boxes!

Starting this coming week, pizza boxes will also start arriving which everyone can start using on 9/23



(balls pictured are not a representation of what will initially be drop shipped)

1 pack of balls will be given out with each delivery order that includes a medium or large pizza. For more information and details regarding this promotion, please refer to the communication sent out by L&D

Audit

Tip of the Week:

Cash handling: Keep the office door closed and locked when no Manager is in the office.

Please be sure not to leave keys in the doorknob



Risk Management

Tip of the Week:

Adhere to the Food Safety Program:

- Wash your hands frequently
- Use day dots and discard expired food immediately
- Make sure food is stored at the proper temperature

Marketing

Play All Day Extended Offer

To keep the momentum going, we are again offering the Play All Day pass for \$14.99 to ALL locations (US and Canada) 9/16-9/20.

Note: This offer will **ONLY** be offered through social networks. (no email) \$14.99 buttons will be live on registers under the promo panel beginning Monday 9/16.



For further details regarding this extended promotion, please refer to the communication sent out by L&D

Tax

Tax Changes

Uncle Sam has spoken!

In order to remain tax compliant, a few of our items have had some tax changes within your registers.

For all locations: Coil wristbands have changed from being tax inclusive to tax exclusive (meaning that we will charge tax to the guest based on your city/state requirements) this week.

In the states listed below, any pre-packaged Merchandise Candy items (both in the case and on the wall/counter), will NO LONGER be charging tax when ringing up. Items have been added to the Item Lookup on the merch screen that shows 'candy' for the different price levels where candy is offered.

(Twisted and Round Lollipop buttons have not changed) These items will not include the tax, so please use them when appropriate when a guest is using cash/credit to pay for merch candy.

Arizona	California
Georgia	Louisiana
Massachusetts	Michigan
Nebraska	Nevada
New Mexico	Ohio
Pennsylvania	South Carolina
Washington	West Virginia



THE MORE YOU KNOW...

Sales Contest



Western

Bell, CA #446
Regina, SK #872
Mississauga, ON #844

Region Leaders

Southeast

Bradenton, FL #720
Ft. Wayne, IN #946
Houston Meadows, TX #571

Northeast

Bronx, NY #523
Hempstead, NY #527
Mansfield, OH #746



Fundraising

Back to School Special

For an **EXTREMELY** limited time, any newly booked fundraiser held on or before 9/27 will receive a guaranteed 20% donation instead of the normal 15% - WOW!

To get this special offer, reservations must be booked by an FMS or Store Manager via the hotline 888-778-7224, or hotline@cecentertainment.com, or fundraising@cecentertainment.com
Note: Managers **MUST** mention the back to school special when booking.
For further details regarding this special offer, please refer to the communication sent out by L&D

Learning & Development

Rock & Pizza Roll

It's coming **BACK!**

To help deplete our inventory of Rock & Pizza Roll boxes, we will be brining this exciting item back for a limited time.

If you are needing a new copy of the SMTS to make the Rock & Pizza roll, order yours now using the Training Materials Ordering site, or you can print them off of the L&D Sharepoint page.



Learning & Development

Appreciation Pin Program

This week everyone will be receiving in the mail a new & improved Appreciation Pin poster! Hang this up in your break area for all Cast Members and Managers to see all the cool new pins we have available to earn.

What's New?
Cast Members now have the opportunity to nominate one another to receive a pin!

Need to order more pins?

All pins are available online on the new Converge Training Materials Website:

[Training Materials Website](#)

For more details regarding this cool new add-ition to the program, check out the communication sent out by L&D

Appreciation Pin Program

Certification Pins	Achievement and Appreciation Pins	District Manager/ Area Director Pins	Elite Pins
Cast Member of the Year Thank you for being a Cast Member of the Year! You have been nominated by your peers and are now a Cast Member of the Year! Cast Member of the Year Thank you for being a Cast Member of the Year! You have been nominated by your peers and are now a Cast Member of the Year! Cast Member of the Year Thank you for being a Cast Member of the Year! You have been nominated by your peers and are now a Cast Member of the Year!	Cast Member of the Year Thank you for being a Cast Member of the Year! You have been nominated by your peers and are now a Cast Member of the Year! Cast Member of the Year Thank you for being a Cast Member of the Year! You have been nominated by your peers and are now a Cast Member of the Year! Cast Member of the Year Thank you for being a Cast Member of the Year! You have been nominated by your peers and are now a Cast Member of the Year!	Cast Member of the Year Thank you for being a Cast Member of the Year! You have been nominated by your peers and are now a Cast Member of the Year! Cast Member of the Year Thank you for being a Cast Member of the Year! You have been nominated by your peers and are now a Cast Member of the Year! Cast Member of the Year Thank you for being a Cast Member of the Year! You have been nominated by your peers and are now a Cast Member of the Year!	Cast Member of the Year Thank you for being a Cast Member of the Year! You have been nominated by your peers and are now a Cast Member of the Year! Cast Member of the Year Thank you for being a Cast Member of the Year! You have been nominated by your peers and are now a Cast Member of the Year! Cast Member of the Year Thank you for being a Cast Member of the Year! You have been nominated by your peers and are now a Cast Member of the Year!

Appreciation Pin Nomination Form

Did a fellow Cast Member recently help you out in any particular way? Show them how much you appreciate them by nominating them to receive one of the "Appreciation Pin" pins.

Your Name _____ Store Number _____

Who do you want to nominate? _____ Which Pin? _____

Tell us a little bit about why you want to give this person this particular pin (use the back for extra room if needed):

Turn this form in to your General Manager once filled out, and they will take care of the rest!

Have some really cool stories of helping one another submitted? Send some of your favorites in to myfavorite@cecentertainment.com and they could be featured in the next Chuck E. Focus!

CAREER GROWTH OPPORTUNITIES

General Manager

Calgary, AB	874
Lancaster, CA	049
Waterbury, CT	463
Orlando, FL	718
Springfield, MA	476
Reno, NV	316
Manchester, NH	472
Niles, OH	745
Arlington, TX	416
N. Richland Hills, TX	579
Janesville, WI	728

Tech Manager

Mobile, AL	560	Lowell, MA	457
Little Rock, AR	671	Everett, MA	755
Cerritos, CA	362	Southgate, MI	713
Elk Grove, CA	366	Hattiesburg, MS	566
Laguna Hills, CA	378	Jersey City, NJ	484
Macarthur Park, CA	397	Union, NJ	542
San Jose, CA	404	Staten Island, NY	494
La Mesa, CA	405	Patchogue, NY	496
Murrieta, CA	414	Howard Beach, NY	649
National City, CA	439	Mayfield Heights, OH	547
Hartford, CT	470	Johnson City, TN	663
Pembroke, FL	433	White Settlement, TX	090
Chicago, IL	063	Austin, TX	586
Indy Wash, IN	714		



peter
piper
pizza

Peter Piper Pizza

Foothills, AZ #1288

Tech Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

